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ANNUAL REPORT 1995

Continuous Improvement

Customized Training

Customers

**One-Stop charters
first site!**

Quality

Missouri Job Training Partnership

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Missouri
Training and
Employment
Council

Mel Carnahan
Governor

P.O. Box 1087, Jefferson City, Missouri 65102-1087

The Honorable Mel Carnahan
Governor, State of Missouri
Executive Office
State Capitol
Jefferson City, Missouri 65101

Dear Governor Carnahan:

On behalf of the Missouri Training and Employment Council, I am pleased to present the annual performance report of the Job Training Partnership Act (JTPA) programs in Missouri. The report covers the period of July 1, 1995 through June 30, 1996. It highlights Missouri's continued efforts in a changing economic and political environment.

The political climate in Washington, D.C. is creating three trends for states: consolidation, systemic reform, and collaborative teamwork. These trends are fueling legislative actions at both the federal and state levels. This coupled with Missouri's unprecedented economic growth over the last three years has affected Missouri's response to the challenge of providing high quality services to its customers.

A major role of the Council is to create a climate of cooperation among business, government, labor, and community organizations. Partnerships at all levels, state and local, have contributed to the development of quality workforce activities and assistance to meet the needs of the state's workers and employers. When we are successful, businesses benefit from a trained workforce; workers benefit by gaining financial independence; and Missouri benefits in growth and prosperity.

The implementation of the One-Stop Career Center system is progressing with the help of our state and local partners. The Council has also provided support in the collaborative efforts to apply for a school-to-work implementation grant.

The Missouri Training and Employment Council looks forward to working with you to continue to provide a prepared workforce and growth in economic opportunities for Missouri and its citizens.

Sincerely,

Irvin Whitehead
Acting Director
Division of Job Development and Training

EXECUTIVE SUMMARY

The political climate at the federal level has been focusing on three trends : consolidation, systemic reform and collaborative teamwork. These trends coupled with Missouri's unprecedented economic growth over the past three years have forced Missouri to respond creatively to the challenge of providing high quality services to its customers. Program Year 1995(July 1, 1995 through June 30, 1996) has been a year of changes and reevaluation of the way services are provided to its citizens.

Continuous Improvement

- ◆ Total quality management is transforming governmental bureaucracy into a customer-friendly operation.
- ◆ Several JTPA Administrative Entities have been recognized for excellence through the Enterprise.
- ◆ Customer focus groups and surveys have been used to gather customer expectations for use in continuous improvement of the workforce development system.

JTPA Performance Standards

- ◆ In spite of funding uncertainty, Missouri exceeded all six nationally mandated JTPA Title II adult and youth performance standards.

- ◆ Nine of the fifteen SDAs in Missouri exceeded all six of the performance standards. The remaining six SDAs met five of the six standards. This extended a four year trend in which over half of the Missouri SDAs met all six standards.
- ◆ Statewide, the average percent exceeded has been at least 20% on the six standards for the past four program years. In PY'92 the overall average percent exceeded was by 21%. For PY'95 it was exceeded by 27%.
- ◆ Missouri also exceeded the two nationally mandated Title III dislocated worker performance standards for the seventh year in a row.

Funding

- ◆ Total resources available in PY'95 were \$82,664,088 - of which \$54,776,972 were allocated to the SDAs under Titles II-A (Adults), II-B (Summer Youth), II-C (Youth) and III (Dislocated Workers).
- ◆ In addition, there are other federal and state funding sources administered by the Division, often through the SDAs. These funds are generally targeted for specific customers and/or services.

JTPA Adult Programs (Title II-A)

- ◆ In PY'95, 6,095 economically disadvantaged adults were served with 2,491 completing an activity. Of those completing, 73% were placed in jobs.
- ◆ Over three-fifths of the adults served received occupational and/or basic skills training either in the classroom or on the job.
- ◆ The Experienced Worker Program, a program for those age 55 and over, served 453 - of which 65% entered employment with average hourly wage of \$5.97.

JTPA Youth Program (Titles II-B and II-C)

- ◆ In PY'95, 6,474 economically disadvantaged youth were served in the Summer Program (II-B). The majority participated in work experience but 56% were also enrolled in educational activities.
- ◆ In the year round youth program (Title II-C), 2,566 economically disadvantaged youth were served with 1,926 completing - of which 38% were placed in jobs.
- ◆ Unlike the Adult programs, job placement is not the only way a youth participant can be determined as successfully completing the program.

Remaining or returning to school or meeting locally developed skill competencies is considered a success for the JTPA youth.

JTPA Worker Reentry Program and Rapid Response Programs

- ◆ Worker Reentry and Rapid Response Programs serve workers who are laid off because of business closures or cutbacks and are not likely to return to their previous industry or occupation.
- ◆ The Division, through its 15 substate grantees, served 6,973 laid-off workers excluding special grants.
- ◆ Of the laid-off workers completing the program, 76% secured employment at an average hourly wage of \$9.25.
- ◆ In recent years, Missouri has become one of the leading states in the nation at applying for and successfully obtaining additional JTPA Title III discretionary grant funds to provide training and reemployment assistance for workers permanently laid off.

Altogether the Division had eight active Title III discretionary grants for workers laid off from the following companies. Artex (Boonville), Lee Apparel (St. Joseph), Oliver Transportation (Mexico), Morgan Corporation (Columbia),

National Super Markets, Inc. (St. Louis), U.S. Army Aviation and Troop Command (St. Louis), Trans World Airlines (Kansas City), and Packaging Resources (Louisiana).

- ◆ In addition to discretionary grants, the Division maintains a separate program to assist workers laid off as a result of normal business activity. During PY'95, the State's Rapid Response Team worked with 75 companies and conducted 247 on-site meetings with employers, unions, and workers.

Missouri Youth Service and Conservation Corps

- ◆ Missouri is one of several states which provides funding for young people to participate in community betterment activities. This continues a movement of service dating back to the Civilian Conservation Corps of the 1930s.
- ◆ The Missouri Youth Service and Conservation Corps is in its fourth year, and 96 youth were enrolled during PY'95.
- ◆ They helped repair and restore public facilities, county roads, and rehabilitate wildlife habitats among other community services.

Missouri Customized Training Program (MCTP)

- ◆ In PY'95, MCTP provided assistance to a record number 187 companies, training 3,065 workers in new jobs, and retraining 6,678 current workers.
- ◆ Customized training provided assistance to a variety of industries, including electrical and electronic equipment manufacturers; communication; printers and publishers; business services; and food processors.
- ◆ The Division and the Department of Economic Development (DED) assisted 23 companies in locating to or expanding in Missouri, creating 1,566 new jobs.
- ◆ Task Oriented Training, a service available through MCTP, helped assist more companies than ever before, with a total of 35 company projects.

Community College New Jobs Training Program

- ◆ The New Jobs Training Program (NJTP) has become a key ingredient in economic development efforts to attract and expand industry in Missouri.

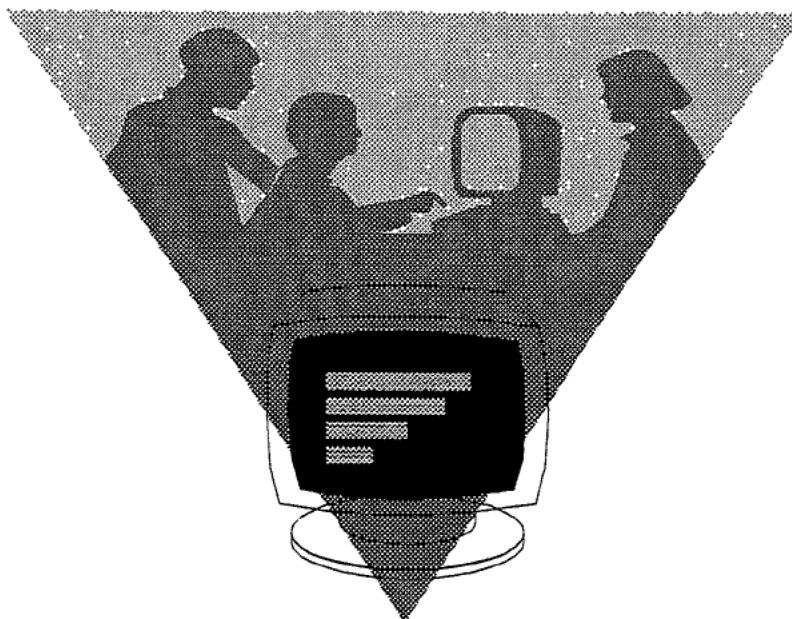
- ◆ The program was a key factor in several companies' decisions to expand in Missouri, such as Harmon Electronics.
- ◆ In PY'95, there were three new projects which created 333 new jobs.

- ◆ Business Plans were approved for 10 other One-Stop service areas, and site visits have been completed on all of them.
- ◆ Perhaps most importantly, Missouri's One-Stop initiative demonstrates how several state departments, in conjunction with local service providers, can work together to provide a wider range of services to our customers.

One-Stop Career Centers

- ◆ In August 1995, Missouri was awarded a One-Stop Implementation Grant.
- ◆ The interagency One-Stop Team received a Governor's Award for Excellence and Productivity for their success in winning of the competitive One-Stop Implementation Grant.
- ◆ SDA 14 became the first area in the state to have their One-Stop Career Center Business Plan approved.

Each year, at the Missouri Training and Employment Council's Annual Conference, the Governor's Special Recognition for Excellence is presented for outstanding performance in the workforce development system. In addition to recognizing programs, 15 former participants are recognized for their achievements. These individual stories of courage, hard work and dedication to a goal bring into focus the real purpose of JTPA and help rejuvenate the entire workforce development system.



FOCUSING ON CUSTOMERS

"Where is the customer in this?" "What about the customer?" "Is that what our customers want?" These questions were frequently heard throughout the Division and the State as the quality movement crept and sometimes swept into governmental agencies. The Division joined other agencies throughout the nation in the transformation of governmental bureaucracy into a customer-friendly and efficient operation.

Nationally, Simply Better!, Enterprise, and Employment Security Revitalization are leading the reformation process in the workforce development system. These initiatives through a system of federal, state, and local partners are providing recognition, training, support, and guidance for agencies that are striving to attain excellence in customer service. Several Administrative Entities have received recognition for excellence through the Enterprise.

At the State level, the One-Stop Team received a Governor's Award for Excellence and Productivity for their extensive work to successfully win a One-Stop Grant and subsequent efforts to implement the grant. Also, the St. Charles One-Stop project team was selected to participate in the first phase of *Creating a Customer-Centered Culture* training sponsored by the Missouri State Office of Excellence in Customer Service. The team's project will be completed during PY'96.

The State One-Stop Customer Focus Team developed a Continuous Improvement model for use throughout the One-Stop system. This team is

currently working on the development of customer satisfaction surveys and outcome measures to be implemented during the next year.

The Division collected information on customer expectations through focus groups and surveys of its immediate customers, the Administrative Entities, local education agencies, and employers using the Customized Training Program. As a result of this information, improvements were made in the contracting system and the Customized Training Program, e.g., reducing the review and approval time for employer applications, redesigning the employer application, and assigning staff regionally.

The Divisions of Job Development and Training and Employment Security have undertaken a project to improve the coordination of services for dislocated workers eligible for both the JTPA Title III Program and the Trade Adjustment Act Program. The Division will be extending this process to other customer groups.

During early PY'96, the Department of Labor's Region VII Office in cooperation with state and local agencies will coordinate training through the Simply Better! initiative in organizational self-assessment and in gathering customer feedback through focus groups and surveys. The Division and several Administrative Entities will conduct organizational self-assessments as well as continue their work with local partners in project development and innovative services designed to meet the customer's expectations.

JTPA PROGRAMS IN MISSOURI

Adult and Youth Training Program (Titles II-A and II-C)

JTPA authorizes training activities designed to alleviate the specific employment problems of economically disadvantaged adults and youth. The Division works with and allocates funds by formula to fifteen local SDAs which constitute the primary delivery units for the JTPA programs.

Through the locally administered year-round training program, 8,661 economically disadvantaged adults and youth were served in Program Year 1995. Of those served, 6,095 were adult participants and 2,566 were youth. Adults completing the program totaled 2,491 and youth totaled 1,926, of which 73% of the adults and 38% of the youth were placed in a job.

An array of JTPA services provide participants with the opportunity to become a part of Missouri's economic future. Types of programs may include:

- ~ Basic skills and remedial training;
- ~ Classroom occupational skill training;
- ~ On-the-job training;
- ~ Training customized to specific employers;
- ~ Job search assistance;
- ~ Work experience; and
- ~ Job readiness skills training for youth.

An assessment of skills and aptitudes, ongoing counseling, and supportive services for transportation and child care help to ensure participant success.

This support is especially critical for those with barriers to employment. As the chart indicates, the Adult and Youth Training Program successfully served Missourians with special needs.

PARTICIPANT CHARACTERISTICS

	Adult	Youth
Female	74%	57%
Minority	34%	32%
Dropout	17%	40%
AFDC Recipient	43%	25%
Food Stamp Recipient	75%	46%
Single Parent	58%	25%
Reads Below 9th Grade Level	15%	31%

Summer Youth Employment Program (Title II-B)

The Summer Youth Employment Program provided meaningful work experience to economically disadvantaged youth age 14-21. During the summer months, youth are given an opportunity to improve their academic skills as well as learn what is expected in the world of work through work experience.

At summer's end, most participants returned to school, while others found jobs or enrolled in the year-round training activities. In Program Year 1995, 6,474 youth were served, of which 56% were in educational activities. As the chart indicates, the Summer Youth Program was a success in PY'95.

PARTICIPANT CHARACTERISTICS

Female	48%
Minority	47%
Full-Time Student	90%
Single Parent	2%

**Targeted Education Programs
(Titles II-A and II-C 8%)**

Through a contract with the Department of Elementary and Secondary Education, the Division provided over \$1.1 million to promote coordination and improve the services in a variety of educational projects. Recognition that over half of the high school students do not continue their education after graduation provided the impetus to develop a flexible initiative to combine school and work experience.

Fourteen projects in nine SDAs helped keep youth in school, earning credit toward graduation; building self-confidence; and practicing employability skills. These projects continued to strengthen and enhance linkages with local education agencies, Administrative Entities, PICs, and communities.

The Division, using 8% funds and school-to-work planning grant funds, was able to continue the Employer Gateway Project on a smaller scale in PY'95 to further promote the school-to-work initiative. The project's goal was to continue to build private sector support and involvement in the development of a system for successful transition of youth into Missouri's workforce.

The Missouri Women's Council concentrated its three 8% projects on providing nontraditional training and support services for women. Most of the funds were used to train participants at local education agencies. The chart summarizes the Targeted Education Program's success in PY'95.

PROGRAM OUTCOMES

Number received assistance/training	723
Placed in job	47
Remained/returned to school	97
Achieved skill competencies	494

**Experienced Worker Program
(Title II-A 5%)**

The Missouri Experienced Worker Program (EWP) provides training and job placement assistance to individuals age 55 and over who meet income eligibility criteria. Participants are often retired or semi-retired and need to supplement their income through full or part-time employment.

A major program emphasis is helping participants address specific employment barriers which often prevent them from gaining new skills. Statewide, available services include job search assistance, part-time or full-time OJT, and referral to vocational training to acquire additional skills or refine existing skills.

The Division is an active member of the Missouri Senior Employment Coordinating Committee which assists in the coordination of EWP services

including services provided by the Missouri Division of Aging and the Title V Senior Community Services Employment Program.

The Hospitality Host component of the EWP continues to benefit both employers and the older worker. In PY'95, nine Hospitality Host classes were held throughout seven SDAs. They served 74 participants with 42 entering employment at an average wage of \$5.94 per hour.

The chart summarizes the Experienced Worker Program in PY'95.

PROGRAM OUTCOMES

Total Participants	453
Placement Rate	65%
Placement Wage	\$5.97

Rapid Response and Worker Reentry Program (Title III)

Rapid Response and Worker Reentry Programs serve laid-off workers who are not likely to return to their previous industry or occupation due to business closures or cutbacks. Rapid Response services begin when the state dislocated worker contacts a company prior to layoff. Meetings are scheduled with the company, union officials and affected workers. At these meetings, state and local staff provide information regarding programs and services designed to lessen the impact of a layoff and help return affected workers to productive employment. Other agencies which assist JDT staff in

Rapid Response include the Department of Economic Development, Division of Employment Security, University of Missouri Extension, AFL-CIO State Labor Council, and local Work Connections Career Centers.

Worker Reentry Program (WRP) services include assessment and testing, job search assistance classes, career counseling, supportive services, classroom occupational and on-the-job training.

The following chart summarizes the Worker Reentry Program and Rapid Response activities for PY'95.

PROGRAM OUTCOMES

Number of laid-off workers served	6,973
Amount of funds available	\$8,366,263
Completion percentage	76%
Average hourly wage	\$9.25

Missouri received several special grants in PY'95 to assist dislocated workers.

- ◆ An additional \$10,172,163 of Title III National Reserve Account discretionary funds were secured to serve 3,377 workers laid off at U.S. Army Aviation and Troop Command in St. Louis, Lee Apparel in St. Joseph, Trans World Airlines in Kansas City, National Super Markets, Inc. in St. Louis, Packaging Resources in Louisiana, Artex Sportswear in Boonville, Oliver Transportation in Mexico, and Morgan Corporation in Columbia.

The Title III Governor's Reserve Funds (40%) provided training and rapid response services in PY'95.

- ◆ Approximately \$945,000 in EDWAA 40% funds were used to enroll over 700 laid-off workers in vocational training and education classes.
- ◆ The Division's Rapid Response Team assisted 75 companies that laid off more than 50 workers each. A total of 247 Rapid Response meetings were held for more than 14,600 dislocated workers.
- ◆ Approximately \$2,150,000 in EDWAA 40% funds were provided to local SDAs to develop Career Centers in the movement toward a One-Stop Employment and Training System.

PY'95 also focused on Worker Profiling and NAFTA.

- ◆ The Missouri Worker Profiling and Reemployment Services System electronically links local Employment Security offices, Title III service providers, and the Unemployment Insurance (UI) system. Workers identified as likely to exhaust UI benefits before finding new employment are provided additional reemployment services. Over 4,500 profiled workers were provided assistance.

JDT and ES were jointly awarded a special grant totaling \$1,291,721 from the U.S. Department of Labor to

purchase electronic equipment to enhance this system. In order to test new methods to better serve profiled workers, a demonstration grant of \$330,387 will be used by the St. Charles County Work Connections Center to serve 350 workers.

- ◆ Increased dislocations from trade-impacted companies have identified the need to design a system to integrate and coordinate Title III and TAA/NAFTA services. A joint team is evaluating current practices and developing a system to eliminate duplication, improve customer service, and ensure cost effectiveness. A pilot program was initiated in St. Joseph and is providing valuable research in the development of this system.

Missouri Youth Service and Conservation Corps

The Missouri Youth Service and Conservation Corps (MYSCC) continued project activity centered around two specific objectives: 1) Ongoing recovery from the floods of 1993 and 1995; and 2) assisting Missouri's State Parks to comply with the American Disabilities Act requirements. Activities include:

- Repair, restoration, and maintenance of public facilities and amenities;
- County road improvement;

- Assisting the home bound and needy; and
- Soil conservation and rehabilitation of wildlife habitats.

The Division of Job Development and Training administers MYSCC, with local delivery provided through eligible project sponsors including the Administrative Entities. In PY'95, funding was provided through local JTPA funding, state discretionary grants, other federal dollars, and contributions from state agencies.

The chart summarizes information for the Missouri Youth Service and Conservation Corps for PY'95.

PROGRAM OUTCOMES

Number Corps members served	96
Number entered employment	30
Average wage per hour	\$5.61
Number continuing education	23
Total number completing program	79

Missouri Veterans Preference Law

The Missouri Veterans Preference Law (RSMo 285.235 and 285.237) requires that any federally funded employment and training program include a priority system when providing services to veterans. The legislation also states that qualified applicants shall be referred to job openings and training in the following priority:

1. Special disabled veterans;
2. Target-specific veterans;
3. All other veterans;
4. Other eligible persons; and
5. Non-veterans.

For PY'95, the chart is a breakdown of veterans and other eligible persons served by the Division of Job Development and Training in all of its fully or partially federally funded programs.

	Special Disabled	Targeted Specific	All Other Veterans	Other Eligibles	Non-veterans
Total Participants	8	932	1,176	42	17,718
Total Terminations	4	707	886	32	12,726
Entered Unsubsidized Employment	2	573	656	23	7,785
Total Activities*	12	2,240	2,651	87	44,058
Classroom-Occupational Training	1	435	491	11	7,593
On-the-Job Training	0	49	107	7	883
Other Educational Trng	2	107	85	2	2,731
Job Search Activities	2	253	129	4	3,527
Work Experience	0	3	7	0	871
Other	13	2,089	2,436	83	39,297

* The same veteran or eligible person may be enrolled in more than one activity.

In PY'95, the Division of Job Development and Training administered several programs directed toward targeted groups of customers.

Customized Training Program

The Customized Training Program provides assistance to train eligible persons for newly created jobs with new and expanding business. This program also helps retain existing Missouri jobs through the retraining of workers made necessary by new capital investments.

Customized training includes classroom training, on-the-job training, and task oriented training. It can be provided by a private institution, an area vocational/technical school, community college, college or an employer's own trainers.

In PY'95, \$11,025,000 was available through the Missouri Job Development Fund (MJDF) to provide flexible, employer-specific training. The Department of Elementary and Secondary Education (DESE) provides an additional \$5 million for classroom training.

In Program Year 1995:

- ◆ Task Oriented Training (TOT) was provided to 35 companies.
- ◆ Through the MJDF, the Division helped train 3,065 Missourians for newly created jobs, and retrain 6,678 Missourians so they could retain their current employment.

- ◆ The Division funded 187 customized training projects with Missouri employers to train 9,743 workers in on-the-job and classroom skill training activities. MJDF funds were used exclusively for these projects.

- ◆ In addition, 37,310 participants were served by DESE in classroom skill training for 192 employers using funds earmarked for customized training.

- ◆ The Division and DESE jointly funded 60 projects.

- ◆ Customized training provided assistance to a variety of industries, including electrical and electronic equipment manufacturers, communication, printers and publishers, business services, and food processors.

- ◆ In PY'95, the Division and the Department of Economic Development (DED) assisted 23 companies in locating to or expanding in Missouri, creating 1,566 new jobs.

New Jobs Training Program

The New Jobs Training Program also offers state assistance to companies to train workers in newly created jobs in Missouri. The training assistance is funded through certificates which are repaid by a portion of the newly created jobs' state employer withholding tax.

Training provided through the New Jobs Training Program includes adult basic education, classroom skill training, skill assessment, pre-employment training, vendor training, on-the-job training, and other training related activities.

The Department of Economic Development and JDT work with the community colleges to market the program, and JDT reviews program applications for approval.

PY'95 saw three new projects added, bringing the total to 22. The program year also saw the first completion of a project, McDonnell Douglas.

The following companies began New Jobs Training Program Projects in PY'95.

COMPANY	LOCATION
Hayes Wheels	Sedalia
ConAgra	Marshall
Harmon Electronics	Warrensburg/ Grain Valley

Mandatory Employment and Training Programs

Through a contractual agreement with the Missouri Division of Family Services (DFS), \$199,897 was provided by the U.S. Department of Agriculture (USDA) to enhance accessibility to employment and training services for Mandatory Employment and Training Program (METP) eligible Food Stamp recipients.

Nine SDAs provided services in both rural and metropolitan areas. Services ranged from on-the-job training, classroom skill training, and job search assistance.

In PY'95, 270 food stamp recipients enrolled in METP with 122 getting jobs.

Missouri Veterans Program

Missouri's JTPA Title IV-C funded Veterans' Program continued its focus of employment and training services to eligible veterans with serious barriers to employment. Eligible veterans are: 1) disabled; 2) Vietnam era; or 3) recently separated.

Participants are offered intensive case management and comprehensive services.

These services include career interest assessment, counseling, and supportive services which enable the veteran to transition into on-the-job training and/or classroom skill training, and then into unsubsidized employment.

In PY'95, \$475,000 Title IV-C federal funds were matched by \$122,133 from local providers in Service Delivery Areas 3 and 12, 6 and 13.

This chart summarizes the PY'95 Veterans Program in Missouri.

PROGRAM OUTCOMES

New participants served	156
Entered unsubsidized employment	75%
Hourly average wage at placement	\$9.14

Junior Staff Program

The Junior Staff Program is a coordinated youth training program between the Missouri Division of Youth Services (DYS), JDT, and local PICs. The program funded 60 work experience type training slots for youth at DYS residential facilities and was implemented locally by JTPA AEs, service providers, and DYS staff.

Youth participating in the Junior Staff program are provided supervised work experience at the residential facility and also serve as peer mentors. Students can also be placed at public not-for-profit community organizations or enrolled, after assessment, into JTPA funded educational and training programs.

Follow-Up

To monitor the quality of job placement and the success of participants, telephone follow-up contacts are made to adult participants 13 weeks after completing their Title II or Title III locally funding JTPA program.

The survey results indicated that most jobs were full-time with paid benefits, a good indicator of labor force participation and job quality. The results of the telephone survey are indicated in the following chart:

<u>ITEM</u>	<u>TOTAL</u>
Total Surveyed:	4,732
Worked 13th Week:	3,800 (80%)
Did Not Work 13th Week:	932 (20%)

<u>ITEM</u>	<u>TOTAL</u>
Current Status	
Employed Part-Time:	654 (14%)
Employed Full-Time:	3,175 (67%)

The customers were also asked to rate the quality of the training and service they received. Eighty-nine percent (89%) rated the service excellent or good and seventy-eight percent (78%) rated their training the same way.

Nontraditional Employment for Women

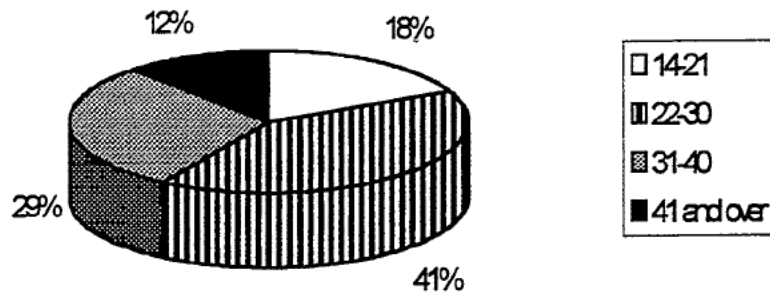
The JTPA requires special targeting to provide wider opportunities to train and retain women in nontraditional fields and to maximize federal resources to train and place women in nontraditional employment.

"Nontraditional employment" refers to occupations where women comprise less than 25% of the occupation's workforce. Employment in traditionally male occupations often leads to higher wages, improved job security, and better long-range opportunities.

The Division worked with the Missouri Women's Council to implement programs in coordination with the PICs.

In PY'95, 171 women participated in training in nontraditional occupations using Title II funds. Seventy percent (70%) of the women were between the ages of 22 and 40, and 13% were minorities. By the end of PY'95, 83 had terminated to employment in a training related field. The wages at employment ranged from \$4.25 to \$17.00 per hour for an average of \$6.97 per hour.

Nontraditional Participants by Age



Nontraditional Training by Occupation

Job Title Categories	Number	Percent
Production, Construction, Operating, Maintenance, and Material Handling	66	39%
Professional and Technical	38	22%
Machinists	28	16%
Service	15	9%
Educators, Arts, and Health Related	8	5%
Business and Administrative Support	8	5%
Agriculture, Forestry, Fishing and Related	5	3%
Sales and Related Occupations	3	1%

TERMINATED TO EMPLOYMENT Job Title Categories	Number	Placement Wage	Retained 13th Week
Production, Construction, Operating, Maintenance, and Material Handling	25	\$5.50 - \$12.00	8
Professional and Technical	9	\$5.00 - \$10.83	8
Machinists	24	\$5.00 - \$9.27	12
Service	11	\$4.25 - \$17.00	1
Educators, Arts, and Health Related	1	\$5.00	0
Business and Administrative Support	6	\$4.75 - \$8.00	1
Agriculture, Forestry, Fishing and Related Occupations	2	\$8.00 - \$12.35	1
Sales and Related Occupations	5	\$4.25 - \$10.00	1

Missouri Training Institute - Job Training Professional Development

The Missouri Training Institute (MTI) is JTPA-funded through a contract with the Missouri Division of Job Development and Training. A part of the University of Missouri-Columbia College of Business and Public Administration and the University Extension Division, MTI provides training and professional development services to Missouri's workforce development system.

Some of the services provided by MTI during PY'95 were:

- ◆ Over 3,400 professionals attended workshops on technical assistance and information sharing on job development, counseling, case management, supervision, employment and training administration, marketing, and customer focus.
- ◆ A One-Stop Grant received through the U.S. Department of Labor allowed expansion of MTI services to Employment Security, FUTURES, and the Department of Elementary and Secondary Education partner agency's staff.
- ◆ MTI and JDT received a U.S. Department of Labor Contract to develop a series of multi-media based training modules. The modules are based on DOL Technical Assistance Guides covering a variety of topics. The second and third modules, case management and assessment,

were distributed nationwide during PY'95, and the fourth on NAFTA will be released mid-PY'96.

- ◆ MTI's Staff Development Resources Center provides a lending library of videos, books, training manuals, and other materials available to the workforce development partners.
- ◆ Annual Governor's Employment and Training Conference attracted over 1,000 staff, PIC members, and others involved in job training in Missouri. The event offered over 30 workshops involving more than 70 speakers from around the country.
- ◆ A Professional Development grant received from U.S. DOL allowed peer-to-peer consultation with other states to assist in their professional capacity building.

One-Stop Career Centers

In August 1995, Missouri was one of only seven states to be awarded a One-Stop Implementation Grant.

Once initial administrative matters were completed, the state, through an Executive Team composed of state and local workforce development and human services agency administrators, decided to designate One-Stop sites on the basis of the potential operators demonstrated capability to integrate existing programs through establishment of local Interagency Teams, the completion of a Business Plan and a review by an interagency site visit team.

This approach allows local autonomy to operate and integrate program delivery.

The One-Stop Career Center Business Plan Application and Technical Assistance Guide were developed by the interagency planning team composed of staff from the Departments of Economic Development, Labor and Industrial Relations, Elementary and Secondary Education, Social Services and Higher Education, along with local workforce and human services representatives. Thirteen local business plans were submitted in late January and were reviewed by evaluation panels composed of planning group members, private sector business organizations and firms, state and federal staff familiar with customer focus and continuous improvement strategies, and labor organization representatives. A Business Plan Round Table was convened in March to clarify One-Stop Career Center expectations and to set the stage for the resubmittal of the Business Plans.

The Work Connections Center in St. Charles County was designated by the Missouri Training and Employment Council in April 1996 as the first Charter One-Stop Career Center. It has two full-service centers. The Council also approved the designation of 10 other labor market areas, pending the successful review by an interagency site visit team.

Major system-building activities have moved forward on several fronts. These include:

- Local focus groups have identified specific capacity building needs;
- Automation equipment has been ordered and an order of installation has been agreed upon;
- One-Stop logo and other marketing materials are awaiting approval;
- A customer focus survey is in development and will soon be piloted;
- The America's Talent Bank prototype and Missouri Works projects are on the Internet and being made available to One-Stop customers;
- Labor market information is more widely available to the customers for their workforce development decision making.

The One-stop interagency planning group has expanded to meet technical assistance needs of the local Inter-agency Teams as they move forward in their implementation.

In the midst of this systemic reform, the One-Stop Team received the Governor's Award for Excellence and Productivity for their successful winning of the One-Stop Implementation Grant and subsequent efforts to provide a wider and better range of customer services through the One-Stop Career Center concept.

SDA HIGHLIGHTS

SLATE TEAMS UP WITH HUD

SLATE (SDA 6) entered into partnership with the St. Louis Housing Authority (HUD) to provide eligibility determination and assessment for their Jobs Initiative. HUD provides training, employment, and contracting preferences for eligible individuals and businesses. These economic opportunities are created through the operation, modernization, and development of public housing using HUD funds.

Applicants of the HUD Jobs Initiative were referred to SLATE for assessment for both the HUD initiative and JTPA. Individuals interested in skill or on-the-job training were referred to JTPA services. Job ready individuals were referred to appropriate employers from the job orders generated by companies doing business with the St. Louis Housing Authority. Most of the jobs are in unionized construction. They range from laborer, landscape installer, forklift operator, and clerical staff with such businesses as H.B.D. Contracting, Inc., St. Louis Housing Authority, and XEROX Corporation.

HUD and SLATE believe staff co-location within SLATE's One-Stop Career Center has strengthened their ability to provide quality services in the St. Louis area.

WORKER REENTRY IN SDA 15 IS CUSTOMER FOCUSED

The local SDA 15 Worker Reentry Program is operated through the Work Connections Career Centers and provides customers with the quality services they have come to expect. A Career Center, located in each Employment Security office, is the first stop for the dislocated worker to access unemployment issuance benefits. Reaching customers during their initial contact enhances the effectiveness of the reemployment assistance effort. This naturally appeals to the customer who receives an array of information and services during their initial visit.

Customer satisfaction surveys are used after the initial application for services and again at program completion. The specific customer satisfaction data will identify trends and help make appropriate improvements.

The Worker Reentry program operators are continually striving for excellence in customer satisfaction and placement.

FLOOD DOESN'T DAMPEN WDBWM SPIRIT

When the torrential rains of 1995 once again flooded counties in SDA 4, the Workforce Development Board of Western Missouri, Inc. (WDBWM) was there working with the affected communities to provide work opportunities to dislocated workers and assist with clean up.

WDBWM, working together with local elected officials, state and local park boards, Corps of Engineers and other public agencies, applied for and received a \$1.6 million flood recovery grant which generated over \$65,000 in in-kind support from the cooperating work sites. The grant included funds for wages and equipment/materials necessary for flood recovery activities.

One hundred and forty three individuals cleaned up over 1,100 acres of land. In addition, they scraped, painted, and rebuilt a number of public facilities, repaired docks, rebuilt bridges and roads, re-seeded and mulched trees, and provided levee and other repair and clean-up efforts.

This team approach effectively used the area's workforce expertise while meeting emergency needs of the communities and their residents.

WORKPLACE READINESS COURSE FILLS A GAP

A gap between employers and potential employees, which neither one could overcome alone, lead to the creation of the Workplace Readiness Course in SDA 9.

The Workplace Readiness curriculum was cooperatively developed by the Lebanon Manufacturing Groups and the Laclede Area Vocational School. It includes a math review, blueprint reading, measurements, and communication skills. Optional math tutoring is offered one hour a day, three days a week. All participants increased their math skills by at least one grade level and several by four or more grade levels.

Other features of the course include: hands-on experience with measuring tools used in manufacturing; a course in team building; a tour of one of the manufacturing partners' facility; employer presentations on their application process and expectations of employees; and a job interview offered at course completion.

The first three classes conducted by the Central Ozarks Private Industry Council graduated 18 participants. Two more classes followed in Lebanon and one in Waynesville for FUTURES participants.

Over 85% of the graduates found employment within a few weeks of course completion.

SDA 10 HAS A WOWTEAM

Youth in SDA 10 had the chance to learn and understand the importance of education by becoming a World of Work Teen Example Action Member. Through W.O.W.T.E.A.M., youth received problem-solving and team-building strategies as well as basic skills fundamentals through applied mathematics and composition.

Once the youth empowerment seminars were completed, work maturity skills and discussions which connected education and work opportunities were begun. This year, many of the participants were involved in community projects designed to introduce and instill citizenship/leadership skills. For example, one project was the restoration of a historic museum in Poplar Bluff. The refurbished facility is not only a tangible outcome of the Team's work but something the community can also enjoy.

Twenty youth attended a three-day leadership camp. The camp provided activities to build the youth's self-esteem and decision-making powers. The invaluable mix of academic, work experience, and self-awareness training provided youth with opportunities to increase their employability.

CUSTOMER FRIENDLY AUTOMATION

SDA 8 staff believe that the development and implementation of an inter-connected customer-friendly, automated information system is the first step toward cultivating customer focus. An Automation Task Force team was established. The team objectives were: enhance operational efficiency and effectiveness; enhance staff automation literacy; and establish linkages which allow for future growth and development of customer service.

Four work teams looked at organizational workflow and automated systems needs; system administration and security; customer services process; and customer needs for computer proficiency.

The "automation of Job Council" is truly a work in progress, always in a continuous improvement status, but the staff and its customers feel it is the only way to deliver quality services.

SDA 5 RECOGNIZES LOCAL PIC

SDA 5 took the opportunity to recognize an "unsung" group in the workforce development system. The Private Industry Council (PIC) is the cornerstone of the JTPA delivery system and has taken on additional importance in the evolution of the workforce delivery system. PICs are composed of volunteers who provide guidance and oversight to meet the local customers' needs. SDA 5 PIC believes that service to the community enhances citizenship and leadership and should be demonstrated.

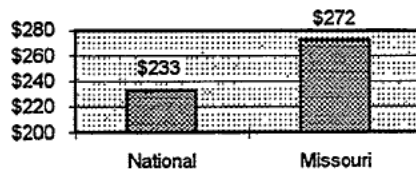
SDA 5 PIC not only believes this ideal but many of its members demonstrate it by their continued service on the PIC. SDA 5 recognized that service which ranged from 12 years for one member to three years for three. In all, 12 members were recognized for their dedication to the idea that good community citizenship builds a better community workforce.



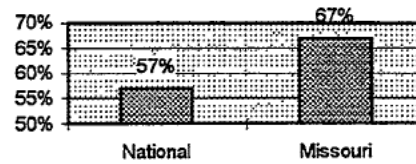
PERFORMANCE MEASUREMENT IN MISSOURI

In PY'95 all Title II adult and youth and Title III performance standards established for JTPA by the Department of Labor (DOL) were exceeded.

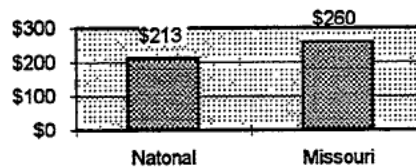
**PY'95 Adult Follow-Up
Weekly Earnings**



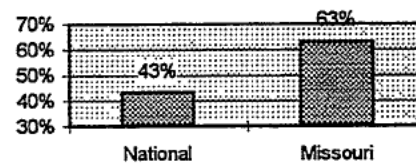
**PY'95 Adult Follow-Up
Employment Rate**



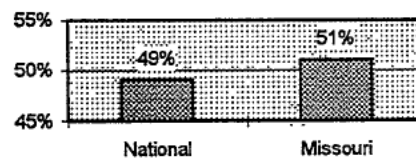
**PY'95 Welfare Follow-Up
Weekly Earnings**



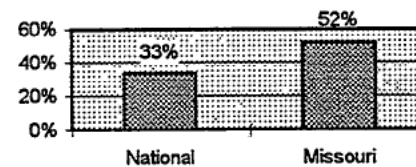
**PY'95 Welfare Follow-Up
Employment Rate**



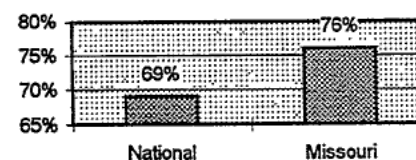
**PY'95 Youth Entered
Employment Rate**



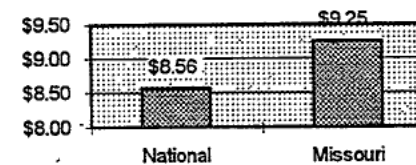
**PY'95 Youth Employability
Enhancement Rate**



**PY'95 Title III Entered
Employment Rate**



**PY'95 Title III Average
Wage at Placement**



OVERVIEW OF JTPA IN MISSOURI

The JTPA Legislation

The Job Training Partnership Act (JTPA) of 1982 authorizes programs which prepare youth and unskilled adults for productive employment. It provides for training to help people with limited income or facing serious barriers to employment to obtain jobs. The Act also provides for employment and training services for permanently laid-off and older workers.

How JTPA Is Administered

The Act continues the federal government's commitment to provide assistance to targeted populations. It also increases state responsibility for the general administration of the programs, which are locally implemented.

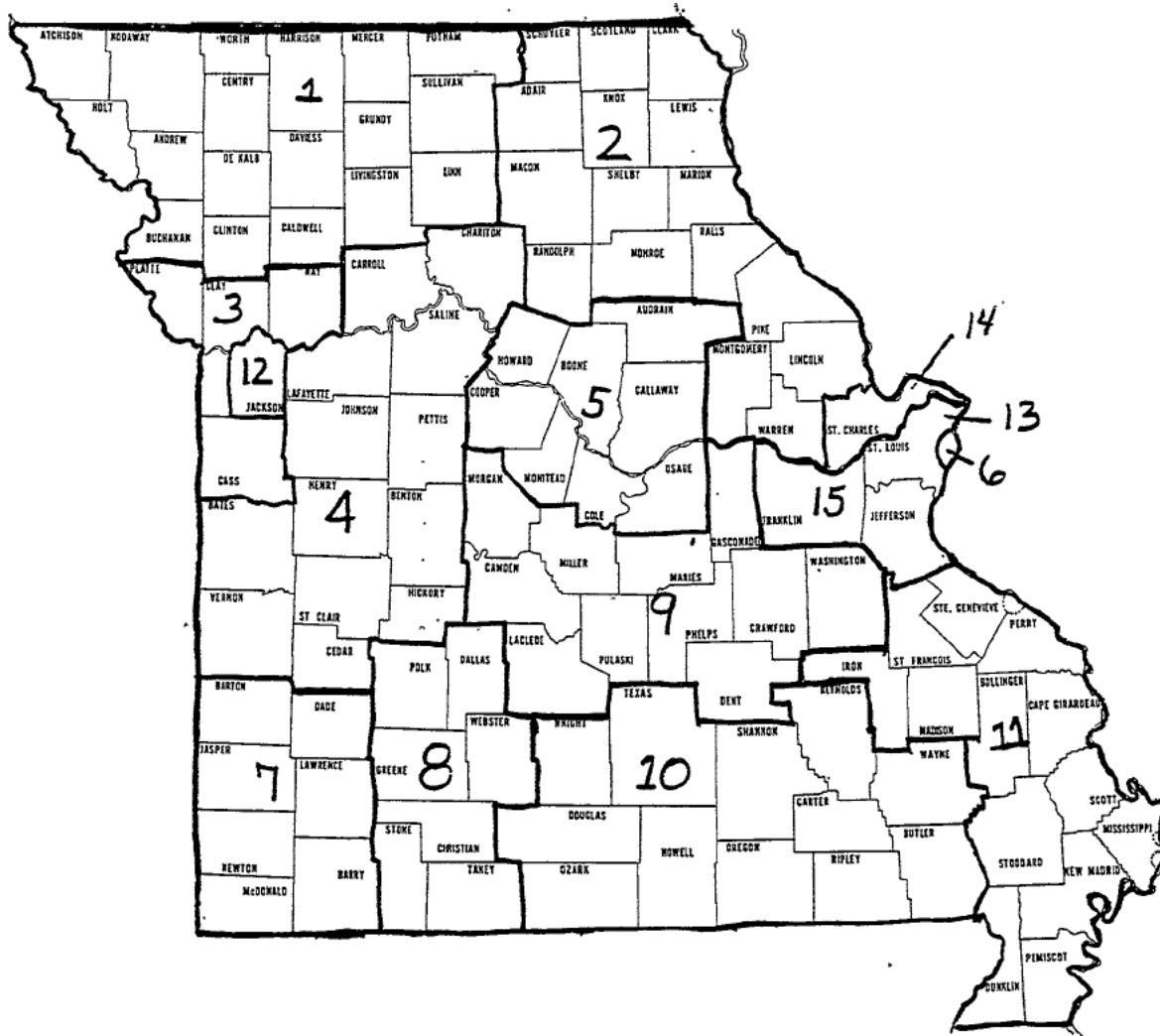
The Missouri Training and Employment Council (MTEC) meets approximately four times each year to discuss job training, program coordination, service delivery, performance outcomes, and other workforce development issues.

The Council provides the Governor with policy advice on strategies to enhance the workforce development system. The Council has significant representation from the private sector, including its chair.

The Division of Job Development and Training administers JTPA and State funds to: 1) provide training for economically disadvantaged youth and adults; 2) establish worker reentry training designed to meet the needs of Missouri employees and employers in a technologically changing economy; 3) help train and find jobs for older workers; 4) provide customized training to meet needs of new and expanding employers; and 5) provide specialized training to potential school dropouts. The Service Delivery Areas (SDAs) are fifteen geographically defined areas in Missouri where JTPA services are available. Representatives of the private and public sectors serve on the Private Industry Councils (PICs). They are responsible for identifying the training needs and designing programs to meet those needs in the Service Delivery Areas.

SERVICE DELIVERY AREAS IN MISSOURI

There are 15 local service delivery areas where JTPA programs are offered.



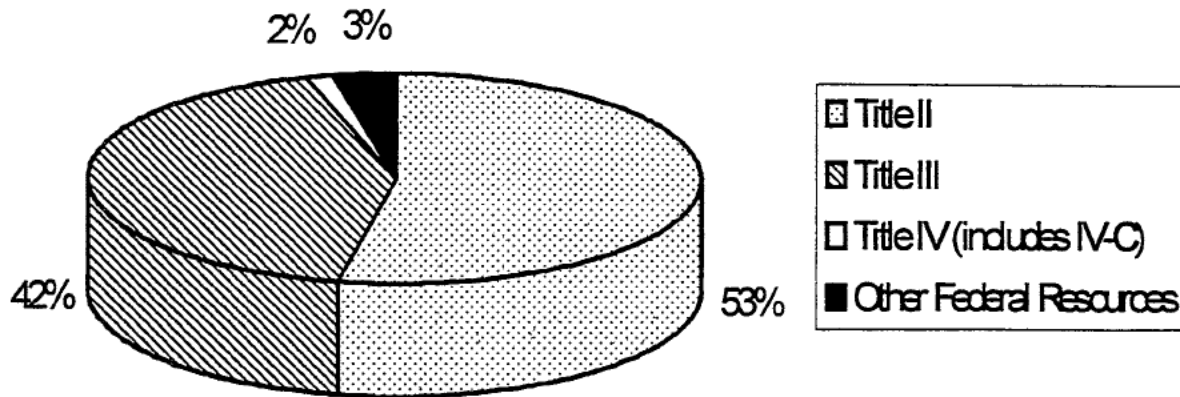
PIC OFFICE LOCATIONS

1	Trenton	6	St. Louis City	11	Cape Girardeau
2	Paris	7	Joplin	13	Clayton
3/12	Kansas City	8	Springfield	14	St. Peters
4	Sedalia	9	Rolla	15	Hillsboro
5	Jefferson City	10	West Plains		

The Administration Entity (AE) is the local organization that administers the JTPA plan in a service delivery area.

Administrative Entity Office	Administrative Entity Director	Private Industry Council Chair	Chief Elected Official
North Central Missouri College	Betty Trimble (816) 359-3622	Darold Hughes	Dwaine Meservey
SDA II PIC, Inc.	Michael Shepard (816) 327-5125	Donald P. Hays	Lewis Palmer
Full Employment Council, Inc.	Clyde McQueen (816) 471-2330	Jeffrey Comment (3) Wayne Brusewitz (12)	Emanuel Cleaver (3) Ron Stewart (12)
Workforce Development Board of Western Missouri, Inc.	Harlan McGinnis (816) 827-3722	Gloria Owens	Larry Peters
Private Industry Council SDA 5, Inc.	Jim Marcantonio (573) 634-7325	Charles Melkersman	Don Stamper
St. Louis Agency on Training & Employment	Valerie Russell-Davis (314) 589-8000	Robert E. Bell	Freeman Bosley, Jr.
SDA 7 Private Industry Council	Neal Ball (417) 782-5872	Jerry Sitton	Gary Frieden
Job Council of the Ozarks	Robert E. Simpson (417) 887-4343	Steve Hamm	Darrell Decker
Central Ozarks Private Industry Council	Janet Vaughn (573) 364-7030	James R. Dickerson	Searles Anderson
Ozark Action, Inc.	Patricia Lindeman (417) 256-6147	Garland Barton	Leo Warren
Southeast Missouri Private Industry Council	Ron Swift (573) 334-0990	Cleat Stanfill	Gerald Jones
Work Connections of St. Louis County	Michael Baker (314) 889-3453	Jane Gaitsch	Buzz Westfall
Work Connections Center	Marvin G. Freeman (314) 447-6464	Patricia Schacher	Joe Ortwerth
Office of Job Training Programs	Ronald Ravenscraft (314) 789-3502	John Rhodes	Bill Diez (Franklin County) Jon Selsor (Jefferson County)

JTPA AND OTHER FEDERAL FUNDING IN MISSOURI

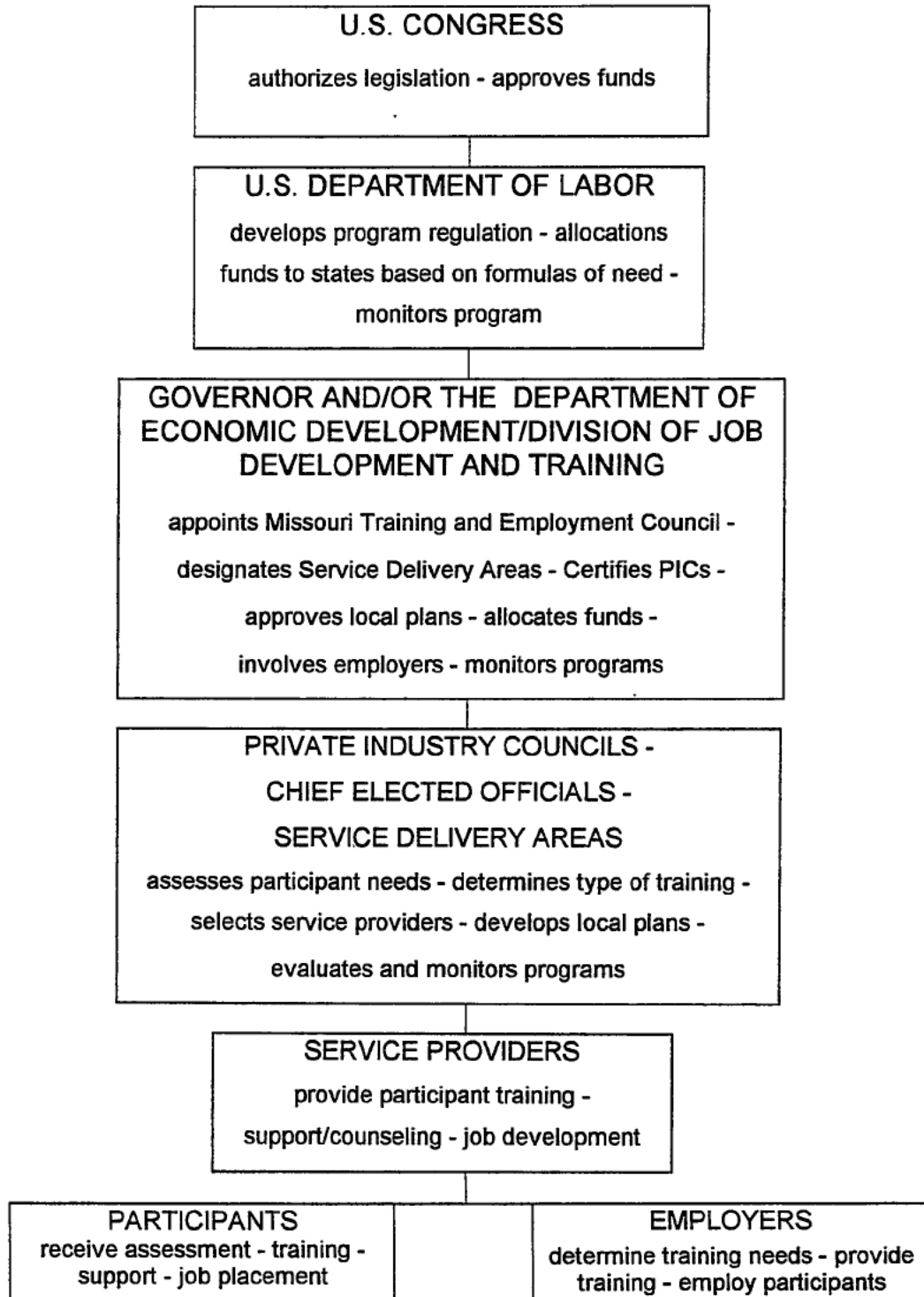


Title II	\$43,869,593*
Title III	\$34,791,050**
Title IV (includes IV-C)	\$ 1,270,277
Other Federal Resources	\$ <u>2,733,168</u>
TOTAL Resources	\$82,664,088
available in PY'95	

* Of this total, \$38,140,656 was allocated to the SDAs by formula for adult, youth, and summer youth services.

** Of this total, \$16,636,316 was allocated to the SDAs by formula for dislocated worker services.

JTPA Funding Flow PY'95



JTPA ALUMNI AWARD WINNERS

Each SDA recognized several of their successful PY'95 alumni and their achievements at the Annual Governor's workforce development conference. Fifteen special alumni, one from each SDA in Missouri, were honored. These award winners overcame adversity and are now contributing their skills to Missouri's economy and quality of life.

David Crookshank, single parent of an infant, had excellent transferable skills in mechanics but needed a less physically demanding job. With JTPA and Vocational Rehabilitation assistance, he successfully completed skill training in aviation mechanics and received his aircraft maintenance certification. He is currently employed at a large international airport. Through his own perseverance, he has a new career and better life for himself and family.

Virginia Young enrolled in a practical nursing program after being laid off from her manufacturing job, but her goal was to become a registered nurse. She contacted JTPA and was enrolled in an Associate Degree of Nursing program. She successfully completed the rigorous two year course, despite a daily 80 mile round trip commute. After graduation, she relocated to Columbia where she is the Assistant Director of Nursing at a nursing care facility.

Dishire E. Davey, a young ex-offender, had worked as a waitress and in fast food restaurants but wanted more marketable job skills. She expressed an interest in nontraditional employment and, after completion of JTPA skill training classes, began working as a sheet metal worker apprentice for a local sheet metal firm. Her determination to stick to her dream is a source

of pride for herself and a model for others.

At 20, **Cindy K. Dosier** had two children under two, had dropped out of high school, and was living with her in-laws. She wanted something better but with little education, no work history and her husband and young children to consider, independence seemed a distant dream. Cindy was accepted in the Missouri Youth Service and Conservation Corps Program and received her GED. She was so successful in the program, she was offered a job at a Missouri State Park shortly after completing her training. The family has their own home, are off welfare, and her husband is in a JTPA training program. The family's future looks bright.

At 16, **LaToya Nicole Smith** was a single mother of one and dependent on her boyfriend for support. She had missed so much school that the high school counselor advised her to get a GED. LaToya's goal was not just a GED but a Bachelors Degree in Accounting. With the help of JTPA basic skills and skill training programs, she not only received her GED but she is enrolled in an Associate Degree in Business Administration from a local college. To sharpen the business skills she was learning, she entered JTPA job search assistance. She is currently

employed full-time as a circuit court clerk. No one who knows LaToya is surprised at her achievements. LaToya has the ability, JTPA provided the opportunity, and the business world is richer for it.

Although **Tondelaya Evans** had her high school diploma, she had not established any career goals. As the youngest of 11 children, she wanted to be self-sufficient. After successfully completing JTPA skill training in clerical/word processing, she was hired as a medical secretary at one of the area's largest hospitals. Recently she has joined the SDA 6 Administrative Entity staff as secretary to the manager of operations. She feels her training and resulting jobs have allowed her to be self-sufficient and a good role model for others.

Jimmy R. Pickens knew a better education would provide a brighter outlook for himself and his family. Through the help of Adult Basic Education and JTPA, he earned his GED and began a work study program in water/wastewater at a local college. While working part-time in his chosen field, he still made the Dean's list with a 3.5 GPA. After graduation, Jim began full-time employment with a nearby city wastewater treatment center. He is justifiably proud of his accomplishments and his career.

Samantha Haney, single parent of a three year old, successfully completed JTPA skill training for a registered nurse with assistance from FUTURES and a Pell grant. Even though she had a daily 80 mile round trip to attend classes, she graduated in the top half of her class and is currently employed at a local

hospital. Samantha's determination along with several agencies' coordination of training and services has helped her reach her career goal.

When **Robert Becker** was laid off, he knew it was time to move to another career. He had always wanted to go into law enforcement but the training was too expensive. After successfully completing the JTPA skill training, he realized his career goal. In less than six months after being laid off, Officer Becker began working full-time in a City Marshall's office and thinks he works in the "best place ever".

Single parent **Janet Chilton** was trying to provide for herself and her six year old daughter through a part-time job as a grocery cashier and food stamps. She enrolled in a JTPA skill training program in medical office technology and, with FUTURES supportive services, was able to successfully complete the course. She is now a full-time employee at a local medical center and has purchased a home. Through her persistence and hard work, Janet has created a career for herself, and a brighter future for her family.

Carrie LaChance decided to drop out of high school in her junior year to help her mother with her siblings. However, the next year she was able to return through the JTPA alternative education program and not only graduate with her classmates, but also gain work experience. After graduation, she attended college and received her certification as an emergency medical technician and nurse's aide. She is currently employed at a local hospital and a community service organization making a difference in others' lives.

Single parent **Cheri Anderson** now supports her child through her own full-time employment. After successfully completing a medical assistance course with the help of FUTURES services and JTPA skill training program, she obtained employment as a lab secretary at a local clinic. Her determination has led to her family's self-sufficiency.

Donna E. Hill knew a better education would provide a brighter future for her and her five children. Through the help of JTPA and FUTURES, she improved her basic academic skills and completed a skill training program in licensed practical nursing and intervenious certification. She recently passed her nursing state boards and is currently employed at a local home health service provider. Self-motivation helped Donna reach her goals.

Edgardo Almazar and his family had recently moved to Missouri and was referred to the Work Connections Center for assistance. He attended several career exploration workshops and diligently conducted his JTPA job search assistance program. He accepted a temporary position which turned into full-time as a financial planner with a large medical issuer. His career success is attributed to his efforts and the cooperation of several agencies to assist him.

Single parent **Nancy Wachter** was barely supporting herself and five children as a nursery school teacher and pursuing her goal to be a nurse. She enrolled in JTPA skill training in nursing and after her first year received her Licensed Practical Nurse certification. She gained valuable work experience and graduated with her Associate of Applied Science Degree in Nursing this year. She is currently employed as a charge nurse at a local nursing care center. Through her hard work and understanding family, Nancy has created a brighter future for herself and her children.



GOVERNOR'S RECOGNITION FOR EXCELLENCE

On November 21, 1996, recognition was made of effective strategies and best practices throughout the workforce development system at the Missouri Training and Employment Council's Annual Conference. The four competitive categories are based on the Malcolm Baldrige National Quality Awards model for continuous improvement. The Special Achievement of Excellence recipients epitomize the outstanding performance in the workforce development system in PY'95.

Customer Focus and Satisfaction

Winner

**Job Training Administration,
SDA 1**

Service Delivery Area 1 realized its diverse customer base including job seekers, employers, educators, students, business and industry. This diversity required the Job Training Administration to separately identify the needs and expectations of all of its customers.

The SDA took several different approaches to identify customers' needs. They used individual interviews, surveys, focus groups and the inclusion of customers in the SDA planning, problem solving, and oversight teams. To more effectively handle compliments, complaints and concerns, an electronically answered 800 line was installed and is monitored daily by assigned staff. The information is used in planning as well as problem resolution.

Each Work Connections Career Center in the SDA displays a consumer report card listing the number of customers

served, the number who found a job, the wages earned, and the reduction in public assistance resulting from the job placement. The results listed in the consumer report card and the customer satisfaction surveys provide SDA 1 with valuable information to determine the focus for continuous improvement. Their attention to customer focus and satisfaction is to be congratulated.

Innovation

Winner

**St. Charles County Work
Connections Center, SDA 14**

The St. Charles County Work Connections Center, Division of Family Services, and Division of Employment Security worked together to serve welfare recipients and, in the process, have avoided duplication; increased effectiveness; and improved overall performance. To improve service to welfare recipients, the partnership redesigned and merged four required assessment forms into one common form. The form is designed to be completed by the customer and supplemented by the appropriate case managers and career consultants.

The region has long been a leader in working toward improvement of services to welfare customers. These steps and others have helped SDA 14 to exceed their Follow-Up Welfare Employment Rate standard by over 60% and their Follow-Up Welfare Weekly Earnings by nearly 25%.

In addition to the innovation displayed in working with the welfare customer, the region has also shown innovation in its service to the employer. The St. Charles County Workforce Development Partnership which includes SDA 14, Division of Employment Security, Vocational Rehabilitation, Division of Family Services, Lewis and Clark Career Center, and the St. Charles County Community College, has provided quality service to the business community. In order to meet the local employers' needs, the staff from all of these agencies share job leads and jointly host an annual Job Fair. This years' Job Fair included 70 employers who saw nearly 500 job seekers.

The Work Connections Center and Employment Security also worked together to develop a resume retrieval system called "Mini-Bytes". Mini-Bytes is a catalogue of job seeker profiles mailed out monthly to employers. Over 200 employers each month received the catalogues in PY'95 which resulted in over 230 job seekers receiving interviews.

Close cooperation, unique alliances and partnerships, coupled with innovative use of local, state and federal resources have provided quality services to the community, businesses and most importantly, job seekers.

Performance

Winner

Central Ozark PIC, SDA 9

In PY'95, SDA 9 exceeded all six Title II performance standards by an average of 45.7%. This excellent performance indicates the strength of local programs and commitment to providing long term, quality services to meet the customers' employment and training needs.

Leadership

Winner

Regional Planning Team for the ATCOM Worker Reentry Grant, SDA 6

The development of a grant to assist over 3700 individuals who will be dislocated from the U.S. Army Aviation and Troop Support Command in St. Louis City required comprehensive, regional planning. Ten organizations are a part of the Regional Planning Team spearheaded by the St. Louis Agency on Training and Employment.

These ten organizations include ATCOM personnel, Service Delivery Areas 6, 13, 14, and 15, Illinois Job Training administration, AFL-CIO, Economic Development, St. Louis Community College and Missouri Division of Job Development and Training.

The challenge was to submit a comprehensive grant application to the U.S. Department of Labor under the Defense Conversion program in a timely manner. This application truly tested the philosophy of Title III's "seamlessness" since it not only crossed SDA but state boundaries. In addition, because of the magnitude of the impending layoff, the grant had to outline two specific phases of operation.

The first phase develops a one-stop career center at the ATCOM site which will be operational through December 1997.

The second phase will be to provide services to the laid-off workers, who will seek worker reentry services from the individual SDAs in Missouri or Illinois once the final dislocation of personnel is completed.

The \$5.85 million dollar grant was awarded in June 1996 and rapid response activities were provided to over 1,500 employees in August 1996 at the ATCOM career center site. The Regional Planning Team is a true example of how swift, effective leadership can have a powerful impact in a complex situation.



MISSOURI TRAINING AND EMPLOYMENT COUNCIL Program Year 1995

ACTIVITIES SUMMARY

A number of significant events and actions were initiated by the Missouri Training and Employment Council (MTEC) through its job training and policy advisory roles including:

- ◆ Sponsorship of the Governor's annual job training conference, featuring a variety of speakers and workshops;
- ◆ Presentations at each meeting by service providers and participants to showcase activities and services such as school-to-work, Missouri labor market information, and UI profiling.
- ◆ Encouraging interagency collaboration necessary to apply for a school-to-work implementation grant.
- ◆ Providing technical assistance through JDT for SDAs in the implementation of the Career/Multi-Program Centers through Title III Governor's discretionary funds.
- ◆ Encouraging the continued interagency collaboration necessary to implement the one-stop planning and implementation grant from DOL.
- ◆ Participating in workshops which emphasized how to integrate customer satisfaction into the workforce development system.
- ◆ Encouraging the implementation of a continuous improvement program, a customer-centered culture and efficiency through the use of facilitation tools by all work groups in developing strategies to implement the workforce development plan.

MTEC MEMBERSHIP

Bob Asel
Dept. of Elementary and
Secondary Education
Jefferson City

George Eberle, Jr.
Grace Hill
St. Louis

Robert E. Bell
Robert E. Bell and Associates
St. Louis

Lanny Ellis
Wire Rope Corp of America
St. Joseph

Milton J. Bischof, Jr.
St. Louis

Marvin R. Fielding
State Fair Community College
Sedalia

Ron Breshears
Harmon Industries, Inc.
Blue Springs

Robert L. Fowler
Lake Ozark

Fran Brothers
ABCD Work Connections Career Center
St. Joseph

Edna Freeman
Governor's Council on Disability
St. Charles

Dennis G. Coleman
St. Louis County Economic Council
Clayton

Fred Grayson
Briggs & Stratton Corporation
Poplar Bluff

James Dickerson
Newspaper Owner
Camdenton

Doris Jones
Urban League of Metropolitan St. Louis
St. Louis

Joseph L. Driskill
Department of Economic Development
Jefferson City

Dr. William J. Mann
Kansas City

Senator Joe Maxwell
Missouri Senator
Mexico

Steve Poort
Three Rivers Community College
Poplar Bluff

Jack McBride
Fulton

Carmen K. Schulze
Division of Family Services
Jefferson City

Daniel J. McVey
Missouri State Labor Council
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St. Louis

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Missouri Hospital Association
Jefferson City

Karen S. Taylor
Ameritech
Columbia

Joy L. Osbourn
Nevada

William L. Treece
Sweet Springs

Patti Penny
Penmac Personnel Services
Springfield

Abbreviations

AE	Administrative Entity
CBHE	Coordinating Board for Higher Education
DED	Department of Economic Development
DES or ES	Division of Employment Security
DESE	Department of Elementary and Secondary Education
DOL	Department of Labor
EDWAA	Economic Dislocation and Worker Adjustment Assistance
EWP	Experienced Worker Program
GED	General Educational Development
JDT	Division of Job Development and Training
JTPA	Job Training Partnership Act <u>Title I</u> provides authority and procedures for establishing advisory, policy making, and administrative entities required to carry out the provisions of the legislation. <u>Title II</u> provides for the distribution of funds, authorized training activities for eligible youth and adults, and outlines uses of some state-administered funds. <u>Title III</u> provides guidelines for the state-administered Worker Reentry Program. <u>Title IV</u> provides guidelines for JTPA programs administered on the federal level. <u>Title V</u> established employment- and training-related revisions to the Social Security Act and the Wagner-Peyser Act.

MCTP	Missouri Customized Training Program
METP	Mandatory Employment and Training Program
MJDF	Missouri Job Development Fund
MTEC	Missouri Training and Employment Council
MYSCC	Missouri Youth Service and Conservation Corps
NAFTA	North American Free Trade Agreement
NJTP	New Jobs Training Program
OJT	On-the-Job Training
PIC	Private Industry Council
PY	Program Year
SDA	Service Delivery Area
TAA	Trade Adjustment Act
UI	Unemployment Insurance
WRP	Worker Reentry Program

Acknowledgments

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Produced by
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